

# Support Price List

## 2021

### Standard Rates

Response within 16 working hours

#### Hourly Fee

Remote Support	£65.00 per hour or part thereof
On-Site Support (half day)	£260.00
On-Site Support (full day)	£520.00

### Small Office Contract

Guaranteed response within 8 working hours

#### Monthly Fee

4 or less systems	£50.00 per month
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Small Office Contract customers benefit from:

- Unlimited remote support\*
- Hourly billing (£60.00 per hour)

### Standard Contracts

Guaranteed response within 8 working hours

#### Monthly Fee Minimum contract charge of £87.50 per month

Per PC	£12.50 per month
Per Domain / Virtual / Hosted Server	£100.00 per month
Per Application Server	£50.00 per month
Enhanced 4 hour response	£100.00 per month

Standard Contract customers benefit from:

- Unlimited e-mail support\*
- Unlimited remote support\*
- Quarterly 2 hour consultancy or maintenance visit
- Reduced rate for on-site work

Contract customers with a server benefit from:

- Server back-up checks,
- Standard server monitoring,
- Server update management
- Unlimited remote server support\*

\*unlimited remote support is break / fix maintenance only at the discretion of Erud IT Ltd; during standard support hours.

#### Additional Hourly Fee (Contract Only)

On-Site Support	£40.00 per hour
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All prices are exclusive of VAT at the prevailing rate. Terms and conditions apply.